P-CARD USER MANUAL

MISSING TRANSACTIONS AND OUTSTANDING CREDIT CARDS

INTRODUCTION

P-Card has two features that can alert P-Card administrators to credit cards that MasterCard has issued but have not been set up in P-Card and can also help you find missing transactions for cards that are set up in P-Card. These features of P-Card can help you when you discover that you cannot reconcile your bank statement or when you or your P-Card users cannot find transactions in P-Card.

One feature is found on the P-Card Administration screen. An **Outstanding CC** menu *button* will help you find missing transactions for existing cards and add those transactions to P-Card.

The other feature is found on the P-Card main menu. An **Outstanding CC** selection highlighted in red will be displayed to alert you about credit cards that have not been entered in P-Card (“outstanding credit cards”) that either:

- Belong to a card holder that you have already set up in P-Card.
- Belong to a new card holder that needs to be added.

It will also show you if these outstanding credit cards have outstanding transactions that need to be added to P-Card.

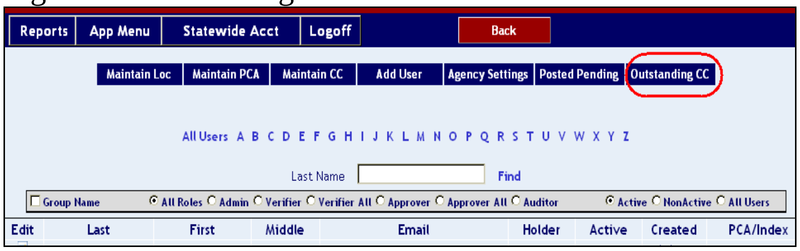
FINDING AND ADDING MISSING TRANSACTIONS

If users cannot find transactions in P-Card or cannot reconcile your P-Card transactions with your bank statement, the P-Card application will enable you to find missing transactions and add them to P-Card.

To find missing transactions:

1. Select **P-Card** from the Statewide Accounting Systems menu.
2. Select **Admin**.
3. Click **Outstanding CC**.

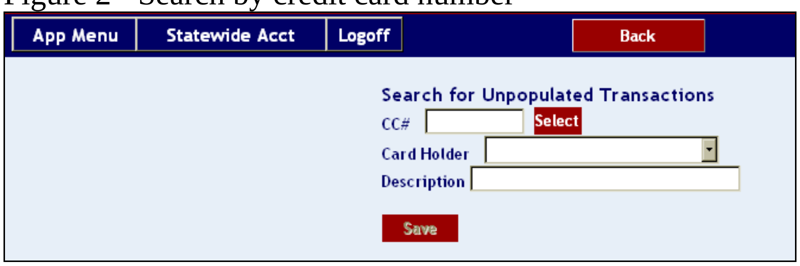
Figure 1 - Outstanding CC button



The **Search for Unpopulated Transactions** screen will be displayed.

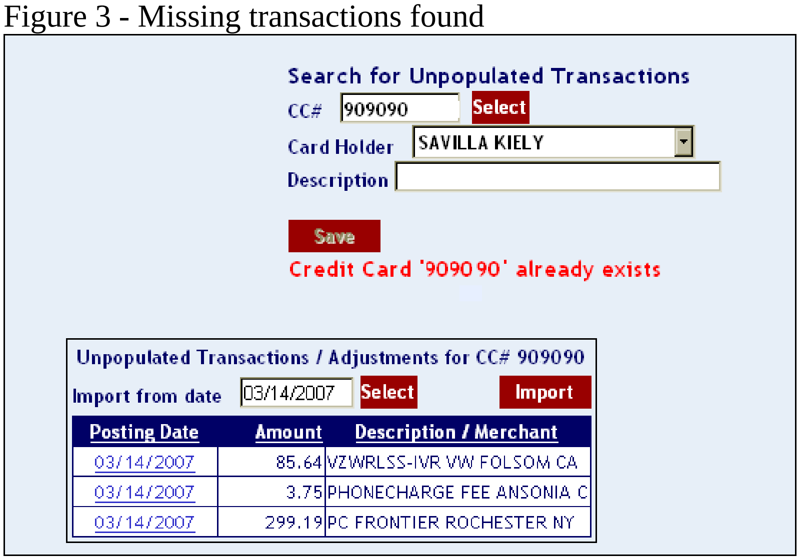
4. Enter *only the last six digits* of the credit card that you suspect has missing transactions in the **CC#** field.
5. Click **Select**.

Figure 2 - Search by credit card number



6. If transactions are found, they will be displayed:

Figure 3 - Missing transactions found



NOTE: If no transactions are found, nothing will be displayed. Be sure your browser indicates that it is done loading the page to be sure the search has finished.

7. To add the missing ("unpopulated") transactions to P-Card, select a **Posting Date** to import all of the transactions from that date forward. You can do this one of two ways:

   a. Click a **Posting Date** in the list and all transactions from that date forward will be highlighted. (The dates are sorted in descending order.)
   b. Enter a date in the **Import from date** field (or accept the date that it defaults to) and click **Select**. All transactions from that date forward will be highlighted.
8. Click **Import**. The highlighted transactions will be imported into P-Card, and verifiers and approvers will be able to process them. NOTE: If the import button is inactive, the credit card may be check as inactive. Edit the user and check the card as Activate and then try again.

OTHER ISSUES WITH MISSING TRANSACTIONS

Several issues can cause transactions to be missing in P-Card when you expect to find them. These issues include:

- Cards are not active at the time transactions are downloaded from MasterCard to P-Card.
- Users are not active at the time transactions are downloaded from MasterCard to P-Card.
- The purchase could be delayed by the vendor so that the transactions are not actually processed through MasterCard when you expect them.
- Transactions are displayed on multiple pages in P-Card.

INACTIVE CARDS

If you run the **All Transactions** or a **Reconciliation** report for a selected date range and a transaction may appear for a card that has not been made active or that was made inactive after the transaction came in the download from MasterCard. It is likely that the transaction does not show anywhere else in P-Card.

One reason a transaction appears on a report but not in the application is because the card is 'Inactive' in the application. To correct this problem, the administrator will need to **Edit** a user and check the card as **Active** until this transaction has posted to STARS. NOTE: If the card holder leaves your agency, do not make a card Inactive until all transactions have processed through P-Card and to STARS.

INACTIVE USERS

In some cases a P-Card user leaves the agency and the P-Card administrator inactivates the user in the P-Card application before all transactions are processed through the vendor and/or MasterCard. One symptom of this problem is that transactions are found on a report (e.g., the **Transactions Not Verified**, **Reconciliation**, or **Potential Post Pending** report), but cannot be found in the P-Card application itself.

To resolve this, change the user back to **Active P-Card User**, then a current user that is a Verifier All can verify the transactions and create a transmittal that can then be approved. After the transactions are processed, you can make the user inactive again.

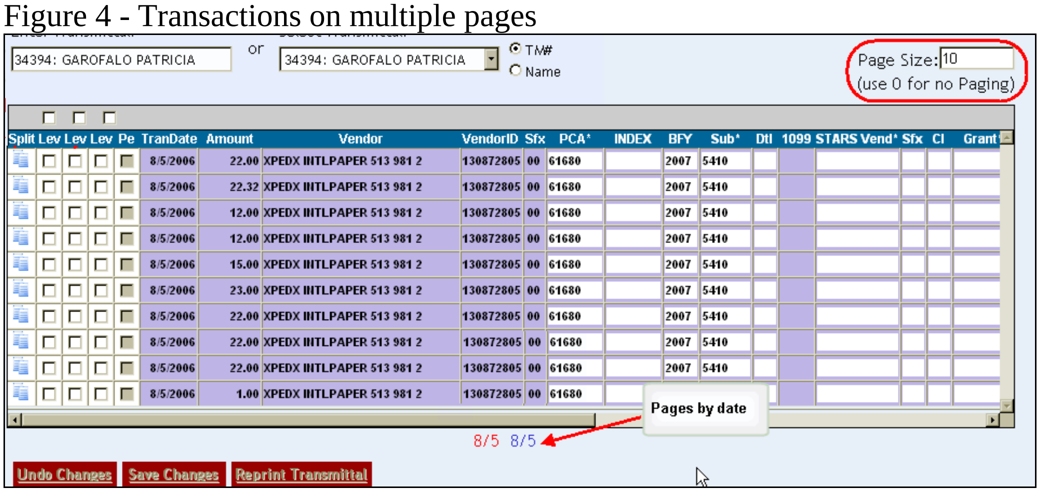
INTERNET PURCHASES

Transactions could be missing in P-Card if they are Internet purchases. Internet purchases typically will not actually be charged to the card until the item ships, which could be several days or weeks after an order was made online. In this case, the transactions simply have not yet been processed by the vendor.

TRANSACTIONS ARE DISPLAYED ON MULTIPLE PAGES

Be sure to look for multiple “pages” of transactions in P-Card. The pages are denoted by a month/day date at the bottom of the grid (e.g. “8/5”.) In addition, the **Page Size** field will be displayed above the transaction grid. You can either select the next page of transactions or increase the page size to see all transactions on one screen (‘page’) or set it to zero.

Figure 4 - Transactions on multiple pages



ADDING OUTSTANDING CREDIT CARDS

Every business day, transaction and credit card data is downloaded from MasterCard to the State Controller's Office. If credit cards for your agency are found in this data that have not yet been setup in P-Card, an **Outstanding CC** menu selection will appear on the P-Card main menu.

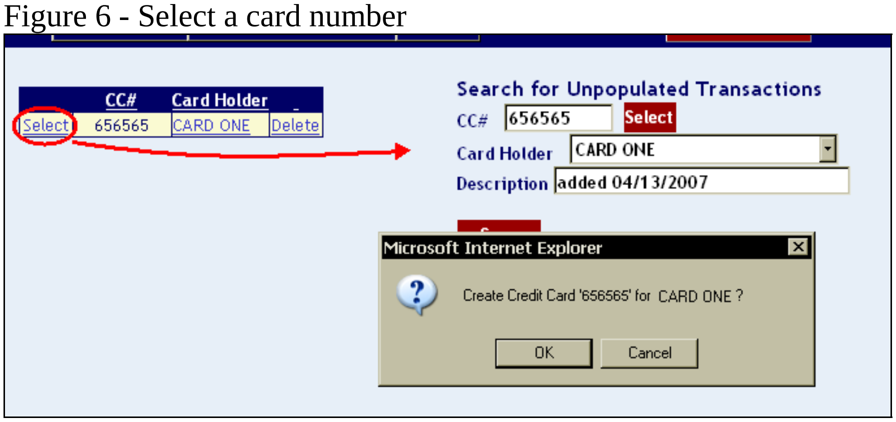
Figure 5 - Outstanding CC menu selection

NOTE: This menu selection will only appear if there are cards that have not yet been setup in P-Card. Once all outstanding credit cards are set up or if there are no outstanding credit cards, the menu selection will not be displayed.

1. Select **P-Card** from the Statewide Accounting Systems menu.
2. Select **Outstanding CC** on the P-Card main menu

A list of credit cards, displayed by the last six numbers of the card, and an associated card holder name is shown. (You may just have one outstanding credit card, as in the example below.) This is the data that comes from the MasterCard download.

Figure 6 - Select a card number

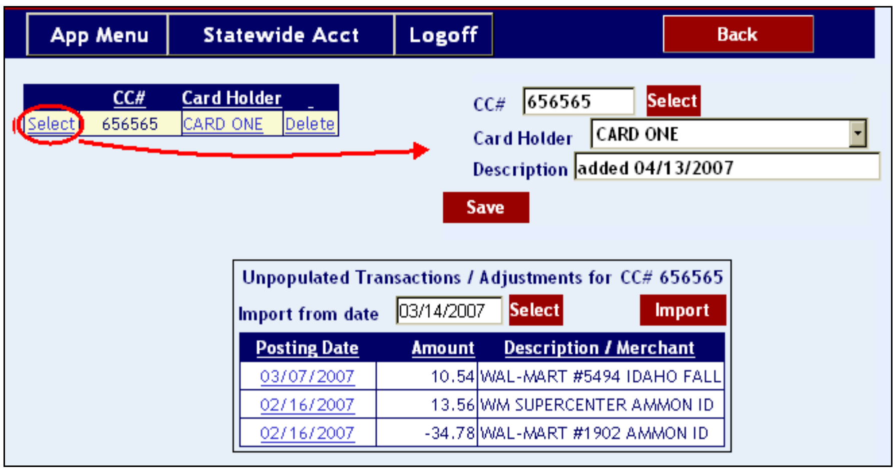


3. Click **Select** next to a card number and P-Card will attempt to match the card holder name from the MasterCard information to card holders that have already been set up in P-Card. P-Card may display the closest name match, though it may not be the correct name.

4. The **CC#, Card Holder**, and **Description** fields will be populated if data is found for those fields. If this information is correct, click **Save**. If a card holder or correct card holder is not found, see the [Finding and Adding a Card Holder section](#finding-and-adding-a-card-holder) below.
5. Click **OK** in the dialogue box that asks if you want to create a credit card for that card holder.

If outstanding transactions (transactions not yet added to P-Card) exist for the card, a list of those transactions will be displayed.

Figure 7 - Outstanding transactions



6. To add the outstanding transactions to P-Card, select a **Posting Date** to import all transactions from that date forward. You can do this one of two ways:

   a. Accept the default date or enter a date in the **Import from date** field and click **Select**. All transactions from that date forward will be highlighted.
   b. Click a **Posting Date** in the list of transactions. All transactions from that date forward will be highlighted. (The dates are sorted in descending order.)
7. Click **Import**. When the transactions are successfully imported, they will be cleared from the screen. NOTE: If the import button is inactive, the credit card may be flagged as Inactive. Activate the card and try again.

FINDING AND ADDING A CARD HOLDER

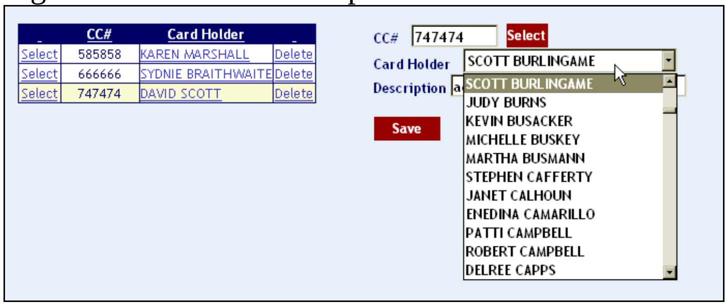
If an exact match between the card holder names from MasterCard and the card holder names in P-Card is not found, P-Card will display the closest alphabetical match or the Card Holder field may be blank.

If the displayed name is not correct or is blank, you can look for an existing card holder or add a new card holder by using one of the two following methods:

TO FIND AN EXISTING CARD HOLDER

1. Click the down arrow on the **Card Holder** field to browse the drop down list for the name. This is a list of card holders that are in already set up in P-Card.
2. Click the correct name if found.

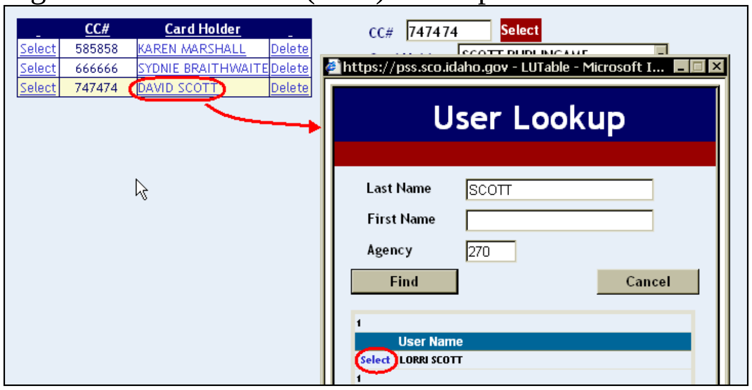
Figure 8 - Card Holder drop down list



TO FIND AND ADD A NEW CARD HOLDER

1. In the list of outstanding card numbers, click the card holder's name to use a look up to search for a card holder's name.
   a. The lookup dialogue box will have the card holder's first and last name in the last name field. Change this to the correct fields (use just the last name to get more thorough search results) and then click **Find**.
   b. If the correct name is found, click **Select**.
   c. Click **OK** when prompted to add the card holder to P-Card for your agency.

Figure 9 - Card Holder (User) Lookup



2. The "Add User" screen for adding a new card holder will be displayed. Select the appropriate roles, card numbers, PCA/Index/Location, etc. for the new card holder.
3. Click **Save** to save the card holder in P-Card.